

Financial:

What is the date range for your fiscal year?

Was an audit submitted to the Department? If so, when was it submitted?

How do you fulfill the regulatory requirements for a written notice of costs to individuals/guardians?

Policies and Procedures:

When are the agency's policies and procedures given to staff? And if they are revised?

Where and how are policies and procedures available to staff after initial training?

How often are policies and procedures reviewed for compliance with Title 404 NAC?

Explain your process to make changes to policies and procedures.

Community Involvement:

How do you support individuals choosing and accessing community events, social activities and other opportunities?

Background checks:

What process is employed to ensure staff do not work alone with individuals until they are permitted to do so?

How are staff expected to inform the agency if they have a conviction after hire?

Do you retain the results of the background checks for a year following the termination of employment?

Injuries and Incidents:

Who or what entity is responsible for reviewing patterns or trends regarding injuries and incidents?

Where can I find evidence of this?

Who is responsible for completing & submitting the quarterly aggregate reports to DD?

What do you do internally with the quarterly aggregate reports in addition to submitting them to DD?

Restrictions:

How often are restrictions reviewed?

and if they are recurring/continuing?

When and how is a consent for restrictions obtained?

How often are they renewed?

How do you protect individual's rights when they are restricted?

Abuse and Neglect:

Explain how an allegation or suspicion of abuse or neglect would be handled.

Quality Assurance:

How are individuals, family members, and/or guardians, as applicable, involved in the QA process?

What are your quality assurance activities indicating?

How has the agency looked for significant areas of concern, identified concerns, and taken action to correct them on a system-wide basis?

How is information about, or the results of, QA activities shared with the agency staff?

With the governing board and/or advisory committee?

With teams, individuals, and families?

Complaints/Grievances:

INTERACTIVE ADMINISTRATIVE INTERVIEW 7/12/16

Have there been any grievances filed with the agency since the last certification review?

Describe the process you follow for complaints or grievances.

I will be reviewing your documentation for the most recent complaint or grievance that was filed as part of the certification review. (or a sample of complaints/grievances)

Subcontracts:

Do you utilize any subcontracted specialized services (transportation, EFH, nursing, etc.)?

If so, do you have evidence this subcontract was submitted to the Department prior to the utilization of the service?

How do you document evidence that monthly monitoring is occurring? (Examine evidence as needed based on sample)

How do you document evidence the subcontracted staff have the same qualifications, training, and service provision expectations as other staff? (Examine evidence as needed)

Health Services:

Who is responsible for providing direction and supervision of medication aides?

How do they ensure compliance with regulations for licensed medication aides?